

COMBINED PROGRAM DIRECTOR'S REPORT

Housing Department - Henderson & Transylvania Counties

Robert Hooper, Director of Housing

	May	June	July
Units under lease on the 1st day of the month	611	605	611
Incoming Portable vouchers administered	6	1	1
Outgoing Portable vouchers	5	4	4
VASH vouchers leased	5	5	5
NED vouchers leased	30	30	30
Total vouchers issued	8	2	21
Henderson County	6	0	21
Transylvania County	2	2	0
Total Outstanding vouchers	32	49	56
Henderson County	21	38	48
Transylvania County	11	11	8
Combined County Success Rate – 12 month	50%	50%	50%
Henderson County	50%	50%	50%
Transylvania County	50%	50%	50%
Families terminated from HCV program	6	1	9
Administrative terminations	1	0	0
New HAP contracts processed	5	6	2
Annual recertification's processed	42	50	41
Interim recertification's processed	26	21	24
Rent payments abated	2	17	10
Total Families on Waiting List	729	778	720
Henderson County	606	654	614
Transylvania County	123	124	126
Total # of Family Self-Sufficiency Participants	27	26	19
FSS participant's contributing to escrow	15	15	15
FSS Program "Graduates" - Total	136	136	137
HCV Homeownership participants	7	7	6
HQS Inspections performed	85	97	89

Transportation Department – Henderson County
Jeff Roper, Transportation Director

	June		July		August	
	Trips	Miles	Trips	Miles	Trips	Miles
Transit						
Transit	6375	14824	6177	13476	7159	14594
Para Transit	251	902	118	489	136	547
HCCBG						
HCCBG General (shopping/mealsite)	1369	2958	1190	2651	1518	3520
HCCBG Medical (Title III)	67	403	56	221	65	362
5311 Operating/5310 Operating - ROAP						
ROAP - RGP - E'ville	103	640	95	605	160	1202
ROAP - E&D TAP	477	4973	360	3804	505	5138
5310 - Operations - Green River	56	438	38	369	77	642
ROAP - Work First	181	1340	162	1213	95	850
Contractual Transportation						
H CO Medical (SameDay/NextDay)	0	0	3	10	5	22
Vocational Solutions	178	1075	166	852	186	1049
ModivCare (Medicaid)	18	182	5	47	4	26
SafeRide (Medicare)	56	956	32	546	32	381
Healthy Opportunities Pilot (HOP)	2	8	10	59	10	83

Activities:

	* Abbreviation key on last page

Deb Haight, Director of Community Services for Transylvania County					July 2023	
SENIOR NUTRITION PROGRAM				No. Volunteers	No. Volunteer Hours	
18	Participants/Silvermont Lunch Plus	192	Meals Served	3	18	
16	Participants/Quebec Lunch Plus	275	Meals Served	5	18	
11	Participants receiving Mobile Meals	196	Meals Delivered			
0	Families at MANNA Food Distribution	0	Individuals Served	Quebec Food Box Clients		
				Quebec Box Meals		
28	Total Ensure Clients (6) Total under 60)	516	Total Ensure Meals	Mobile Food Box Clients		
				Mobile Box Meals		
420	Ensure Meals >60	96	Ensure Meals <60	SOC Food Box Meals		
0	New Ensure Clients	2	New Congregate Clients			
0	New Mobile Meals Clients		Referrals	# Personal Hygiene Clients		
SECTION 8 HOUSING		HEAD START		Tiger Town		Bargain Hendo
14	Inquiries	1	Inquiries	Net Sales	\$4,096.52	Net Sales
15	Applications		Apps Taken	Volunteer Hrs.	168	Volunteer Hrs.
8	Applicant Inquiries		Updates	# Volunteers	11	# Volunteers
2	Homeless Preference		34	HDM Clients		
6	Client Updates		21	HDM Food boxes distributed = 147 meals		
REFERRALS						
	AARP Tax Assistance			On Track		
13	Anchor Baptist & Other Food Pantries		14	Other Housing Programs		
	AARP Tax Service		3	Pisgah Legal/Legal Aid		
3	BRCC Medical/Dental Clinic			Red Cross		
	Boys & Girls Club			RSVP		
20	Bread of Life		4	SAFE		
	Child Care Subsidy		13	Salvation Army		
	Congregate (Lunch Plus)			Self Sufficiency/Janirve		
3	County Transportation			Services for Deaf/Hard of Hearing		
17	DSS		18	Sharing House		
1	Emergency Assistance Inquiries			Sheriff's Department		
5	Family Place			SHIIP		
12	Food Stamps			Silvermont Opportunity Center		
	Fresh Start			Smart Start		
1	Goodwill			Social Security Administration		
	Habitat			T Co Senior Services Directory		
	Haven		18	Tiger Town		
	Head Start/NCPrek			TRAIN		
	Joblink/ESC			Transylvania Bapt. Assoc./Ramp ministry		
	Liquid Nutrition Program (Ensure)		18	United Way 211		
	Manna		1	Veteran's Affairs		
1	Meals on Wheels (Brevard)			Vocational Rehabilitation		
	Medicaid/Health Choice			WAP		
	Memory Care			WIC/Baby Love		
4	Meridian			Workfirst		
	NC Cooperative Extension					
WNCSource REPRESENTATIONS						
	Coordinate work on various projects for Bargain Hendo and Tiger Town					Deb Haight
	Submit various grants, reports and budgets					Deb Haight
	Provided updates for Bargain Hendo staff and volunteers concerning ongoing closure of the store					Deb Haight
July 10 th	Participate in Transylvania County Council on Aging Meeting					Deb Haight
July 12 th	Participate in a Senior Staff Meeting					Deb Haight
July 13 th	Meet with COA in Hendersonville					Deb Haight

Facilities & Safety Department Report
Tim Camp, Director
August 2023

Maintenance Highlights:

Our maintenance team continues work on landscaping across the four counties we represent. This includes assembling outdoor equipment for the playgrounds, replacement of mulch where needed, grass cutting, cleaning gutters, and the trimming of bushes and trees. The team continues to update playgrounds to remove old equipment and to clean up other items no longer used by our students.

Columbus Children’s Center:

The geotechnical engineers have reviewed the preparation work for the foundation of the new building to ensure the depth and the status of the ground meets requirements. No additional remediation is required. The contractor has delivered and placed 2,000 tons of stone and wrapped the stone in fabric to prevent dirt infiltration. The contractor then installed two feet of dirt on top of the wrapped stone bed. This step is necessary to ensure the ground will hold the weight of the building. The contractor is now ready to complete the grading for the remainder of the lot, including parking lots.

Tiger Town Thrift Store:

The installation of a new stair handrail is complete at Tiger Town. The previous one was loose.

Safety Highlights:

This month our safety team completed the SOP training for staff at Hillview Children's Center. We covered the standard response protocols and common security language for active shooter, natural disasters, fire, door management, etc. We covered responses at our Adult Feeding locations and school locations because they serve both locations and protocols are somewhat different. We also worked with staff to find a resolution with a threat made against a staff member.

Date	New Work Orders	Closed Work Orders
8/1/23 – 8/31/23	68	60

Information Systems Departmental – Henderson, Polk & Transylvania Counties
Jonathan Stanley, Information Systems Director
August 2023

The Information Systems Department team, made up of Director, Jonathan Stanley and Support Specialist, Cody Miller worked on a number of projects within WNCSource.

The Information Technology team spent the majority of the previous month providing in person and remote support to staff. Highlights from the last month include:

- We have deployed ~50% of the 40 laptops and 40 iPads purchased with money from a special grant to enhance classroom connectivity and productivity.
- We are vetting an endpoint security vendor (CrowdStrike) and examining their products to see if they could be a good fit in our environments.
- The department director attended an intensive 3-day training workshop that focused on the principles of Trauma Resilient Communities conducted by Crossnore and funded by the Dogwood Health Trust.

The WNCSource Information Systems department provides support to all staff and we maintain the following equipment:

Scope of Technology Hardware:

- 2 physical servers
- ~175 end user desktop PCs, laptops and tablets
- 80 smartphones | 14 4G/LTE tablets
- 81 iPads
- 28 managed wireless access points across 12 sites
- 14 managed network switches across 8 sites
- 150 IP cameras across 10 sites
- 1 VOIP telephone system with 105 extensions

Key to Abbreviations:

ADA	Americans with Disabilities Act
AEA	Emergency assistance through DSS
BRHSC	Blue Ridge Health Care System
CIP	Crises Intervention Program
CNG	Compressed Natural Gas
CTP	Community Transportation Program
DCDEE	Division of Child Development & Early Education
DSS	Department of Social Services
EA	Emergency Assistance
EDTAP	Elderly and Disabled Transportation and Assistance Program
ESC	Employment Security Commission
FHLB	Federal Home Loan Bank
GED	General Educational Development
HAP	Housing Assistance Program
HCCBG	Home and Community Care Block Grant
HOP	Healthy Opportunity Program
HHA	Hendersonville Housing Authority
HUD	Housing and Urban Development
IAM	Interfaith Assistance Ministry
IMD	Integrated Mobility Division
IDA	Individual Development Accounts
LOS	Land of Sky
MPO	Metropolitan Planning Organization
NCDEE	North Carolina Department of Early Education
NCDOT	North Carolina Department of Transportation
NCHFA	North Carolina Housing Finance Agency
NCPK	North Carolina Pre-Kindergarten
NCPTA	North Carolina Public Transportation Association
NEMT	Non-Emergency Medical Transportation
PLAN	Preparing Learning Achieving Now
RFP	Request for Proposal
RGP	Rural General Public
ROAP	Rural Operating Assistance Program
SAFE	Where victims of domestic violence and sexual assault can get help
TAB	Transportation Advisory Board
TAC	Transportation Advisory Committee
TCH	Transylvania County Hospital
WAP	Weatherization Assistance Program